From: Liptz, Chuck

Sent: Friday, May 03, 2013 10:32 AM

 $T_{0:}(b)$ (2)

Cc: Liptz, Chuck (b) (6)

Subject: FW: MySSA - Unable to Activate Acct (SD10704993)/IM10384691

iCoordinators:

Just wanted to let you all know about this MySSA issue and that it is scheduled to be fixed in the September 2013 release.

Chuck Liptz

Senior Advisor
IM Executive Producer

Office of Electronic Services

Social Security Administration



From: (b) (6)

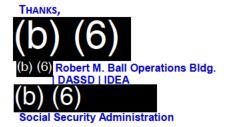
Sent: Friday, May 03, 2013 9:18 AM

To:(b) (6) Cc: (b) (6)

Cc: (b) (6) Liptz, Chuck; (b) (6)

Subject: RE: MySSA - Unable to Activate Acct (SD10704993)/IM10384691





From: (b) (6)

Sent: Friday, May 03, 2013 8:41 AM

To: (b) (6)

Cc (b) (6)

Liptz, Chuck; (b) (6)

Subject: RE: MySSA - Unable to Activate Acct (SD10704993)/IM10384691

This defect is related to the issue of conflicting BSO/ERE/GSO user IDs.

The user ID that the user attempted to create is in use by another application. The user can register with another user ID.

This issue will be fixed in the September 2013 Maintenance release.

(b) (6) DCS/OSES/DASSD (b) (6)

From: (b) (6)

Sent: Wednesday, April 17, 2013 1:21 PM

To: (b) (6) Cc (b) (6) Liptz, Chuck: (b) (6)

(b) (6)
Subject: MySSA - Unable to Activate Acct (SD10704993)/IM10384691

Good Afternoon,

Customer received message, "System not available, try again during normal hours", while attempting to activate account. He went into the FO to register and received very specific instructions and the notice with the activation code. Please investigate and advise. Interaction has been escalated to IM10384691, branch 250. Thank you.





MySSA - Registration Issue (SD10704993)

A non-beneficiary continues to have problems while registering for a mySocialSecurity.gov account. He registered in person at the FO. He accesses the special URL on the notice given to him by the FO. He enters the codes, etc, but gets "System not available." He does use a PO Box as his mailing address and the FO answered No to the question about sharing his address with Experian.

(b) (6)

- •Affected person's name and Social Security Number (b) (6) SSN: (b) (6)
- •The date and time (including time zone) the problem occurred; 4/11/2013 at approx. 1:45pm (eastern standard)
- •The online service where the problem occurred; www.ssa.gov
- •A description of the error message received; "System not available, try again during normal hours"
- •The name of the screen or field that generated the error message; The message appears on the 3rd step of the create an online account page. (3rd step asks for name, SSN, DOB, and 1-time activation code.)
- •The Internet browser and version the reporter used (e.g. Internet Explorer, Netscape, Firefox, Netscape, Google Chrome); Internet Explorer
- •The operating system the reporter using when the problem occurred (e.g. Windows XP, Windows 7) **Windows XP**

COMMITTEE ON WAYS AND MEANS

U.S. HOUSE OF REPRESENTATIVES WASHINGTON, DC 20515

October 13, 2016

The Honorable Carolyn Colvin Acting Commissioner Social Security Administration 6401 Security Boulevard Baltimore, MD 21235

Dear Acting Commissioner Colvin:

In light of a recent Social Security Administration (SSA) Inspector General (IG) report that has raised serious concerns about the security of the *mySocialSecurity* web-portal, we are writing to gain a better understanding of how the SSA protects Americans' personal information. The *mySocialSecurity* web-portal provides access to some of Americans' most sensitive information including Social Security Numbers, dates of birth, and earnings information, and Americans deserve to have this information protected.

In response to the July 2015 letter sent by then Chairman Ryan, Chairman Johnson, Chairman Roskam, and Chairman Boustany regarding the security of *mySocialSecurity*, you assured the Committee that *mySocialSecurity* "fully meets, and in some ways exceeds, the eAuthentication standards established by the Office of Management and Budget (OMB) and the National Institute of Standards and Technology (NIST)." However, the recently released SSA IG report found that the SSA's security standards for accessing *mySocialSecurity* were not only inadequate by NIST standards, but also failed to safeguard Federal tax information in accordance with Federal laws and the requirements established by the Internal Revenue Service (IRS). We need to understand how both assessments can be accurate.

With that in mind, we would like your response to the following questions:

- If the SSA was fully meeting the eAuthentication standards set by OMB and NIST, why did the IG find the security standards for *mySocialSecurity* to be inadequate in accordance with Federal law, NIST standards, and IRS requirements?
- What steps are you taking to ensure that the Federal tax information accessible through *mySocialSecurity* is safeguarded according to the standards established by the IRS and other applicable Federal law?
- The IG report found that, despite OMB's recommending that annual risk assessments be conducted, prior to June 2016 the SSA had not conducted a risk assessment for *mySocialSecurity* since 2011. Why did the SSA fail to review its authentication risk assessment of *mySocialSecurity* between 2011 and 2016?

The American people rightfully expect that their personal information is secure. The SSA has the responsibility to make sure this information is protected and to follow the standards established by law and the relevant Federal agencies. Thank you for your prompt attention to this matter, we look forward to receiving your response by October 27, 2016. If you have any questions concerning this request, please contact Amy Shuart, the Social Security Subcommittee Staff Director, at (202) 225-9263.

Sincerely,

Kevin Brady Chairman

Committee on Ways and Means

Sam Johnson

Chairman

Subcommittee on Social Security

Vern Buchanan

Chairman

Subcommittee on Human Resources

Peter Roskam

Chairman

Subcommittee on Oversight

COMMITTEE ON WAYS AND MEANS U.S. HOUSE OF REPRESENTATIVES WASHINGTON, DC 20515-6348

OFFICIAL BUSINESS



The Honorable Carolyn Colvin Acting Commissioner Social Security Administration 6401 Security Boulevard Baltimore, MD 21235

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Congress of the United States

U.S. House of Representatives

COMMITTEE ON WAYS AND MEANS

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BRANDON CASEY, MINORITY CHIEF OF STAFF

June 9, 2017

Nancy Berryhill
Acting Commissioner
Social Security Administration
6401 Security Boulevard
Baltimore, MD 21235

Dear Acting Commissioner Berryhill:

I am writing to express my serious concern that the Social Security Administration (SSA) has not addressed the security concerns raised in Office of Inspector General's (OIG's) September 2016 report about the SSA's *mySocialSecurity* portal, despite previous assurances.

The September 2016 OIG report raised a number of concerns related to the security standards the SSA uses for providing access to *mySocialSecurity*, particularly with regard to multi-factor authentication (MFA). In a letter dated December 22, 2016, then Acting Commissioner Colvin assured Chairmen Brady, Buchanan, Roskam, and I that the agency was addressing the OIG's findings.

This week, I was extremely disappointed to learn from the OIG that the concerns raised in the September 2016 report still remain. This is unacceptable, especially considering the June 10, 2017 roll out includes additional services and expands the groups that can use the *mySocialSecurity* portal. Expanding the services and users while doing nothing to address known security concerns is down right reckless. While the rollout of mandatory MFA may provide additional security, the OIG has raised important concerns regarding how identities are verified and where codes can be sent.

I would like to understand why the SSA has failed to make progress in addressing the OIG's concerns and what the agency's plan is to do so, including timelines and milestones.

The *mySocialSecurity* portal provides access to some of Americans' most sensitive information including Social Security numbers, dates of birth, and earnings information, and Americans deserve to have this information protected.

Thank you for your attention to this matter and I look forward to seeing your response as soon as possible. If you have any questions concerning this request, please contact Amy Shuart, the Social Security Subcommittee Staff Director, at (202) 225-9263.

Sincerely,

Sam Johnson Chairman

Subcommittee on Social Security

COMMITTEE ON WAYS AND MEANS U.S. HOUSE OF REPRESENTATIVES

WASHINGTON, DC 20515-6348

OFFICIAL BUSINESS

M.C.

Nancy Berryhill
Acting Commissioner
Social Security Administration
6401 Security Boulevard
Baltimore, MD 21235

EGFVSF1 21235

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JUN 15 2017 8:41 AM

RECEIVED

COMMITTEE ON WAYS AND MEANS

U.S. HOUSE OF REPRESENTATIVES WASHINGTON, DC 20515

August 2, 2016

The Honorable Carolyn Colvin Acting Commissioner Social Security Administration 6401 Security Boulevard Baltimore, MD 21235

Dear Acting Commissioner Colvin:

The Social Security Administration (SSA) houses sensitive data on nearly every American, including date of birth, Social Security Number, and earnings history. Americans rightly expect that their information is kept safe – whether it's stored in databases or accessed through a website.

To better protect taxpayers, the SSA is requiring individuals who have a *mySocialSecurity* account to receive a one-time code on their cellphone to be able to log in. While we need to make sure that taxpayers' information is safe on the SSA's website, this security has to work for more than just some people.

The *mySocialSecurity* portal allows individuals to change their address and direct deposit information, get proof of their benefits, and a copy of the Social Security Statement. These important services help individuals get what they need from the SSA without having to wait in line at a field office. While well intentioned, the new process cuts off access to *mySocialSecurity* for those who do not have a cell phone. And worse, even if a person does have a cell phone, the new system may not work. It is troubling that individuals who use a major carrier like Verizon weren't able to access *mySocialSecurity* when this new process was first rolled out.

The SSA must make other options available so that individuals without a cell phone can continue to use *mySocialSecurity*, and do so in a way that keeps their information safe. I urge you to take a hard look at this new policy and make the changes necessary to ensure that *mySocialSecurity* has the right balance between security and access. I ask that you respond to this letter by August 9, 2016. The American public deserves no less.

Sincerely,

Sam Johnson Chairman

Subcommittee on Social Security

(b) (6)

From: Cocke, Perry (b) (6)

Sent: Wednesday, December 21, 2016 2:44 PM

To: Hansen, Erik

Cc: (b) (2)

Subject: Due 12/23/16 - OITEBS Controls 2016 #0435 MFA 2.0 Screen Packages and Release

Agreement - AC signoff

Attachments: Revised_ROME_MFA_Screen_Package_12052016.docx; RCS_Screen_Package_

12052016.docx; 13248211 RA V1 2.docx

Follow Up Flag: Follow up Flag Status: Flagged

Erik,



....Perry

(b) (6)

From: Cocke, Perry

Sent: Thursday, December 15, 2016 8:28 AM

To:(b) (2)

Subject: FW: Due 12/23/16 - OITEBS Controls 2016 #0435 MFA 2.0 Screen Packages and Release Agreement - AC signoff

(b) (6)

to review, prepare a brief summary, and prepare for Please work with clearance. Thanks.Perry (b) (6) Sent: Thursday, December 15, 2016 6:55 AM To: <u>Cocke. Perrv</u>(b) (6) Cc: (b) (6) b) (2) (b) (2) (b) (6) (b) (b) Subject: Due 12/23/16 - OITEBS Controls 2016 #0435 MFA 2.0 Screen Packages and Release Agreement - AC signoff please cc (b) (2) to close. Thank you (vjb. Revised. When you response to 12/14/16) From: (b) (2) Sent: Wednesday, December 14, 2016 6:47 AM To:(b) (2) (b) (2) Cc:(b) (6)

Subject: Due 12/23/16 - OITEBS Controls 2016 #0435 MFA 2.0 Screen Packages and Release Agreement - AC signoff

(b) (2)

(b) (6)

PLEASE RESPOND TO *OITBS ENTERPRISE Controls BY COB Friday, December 23, 2016

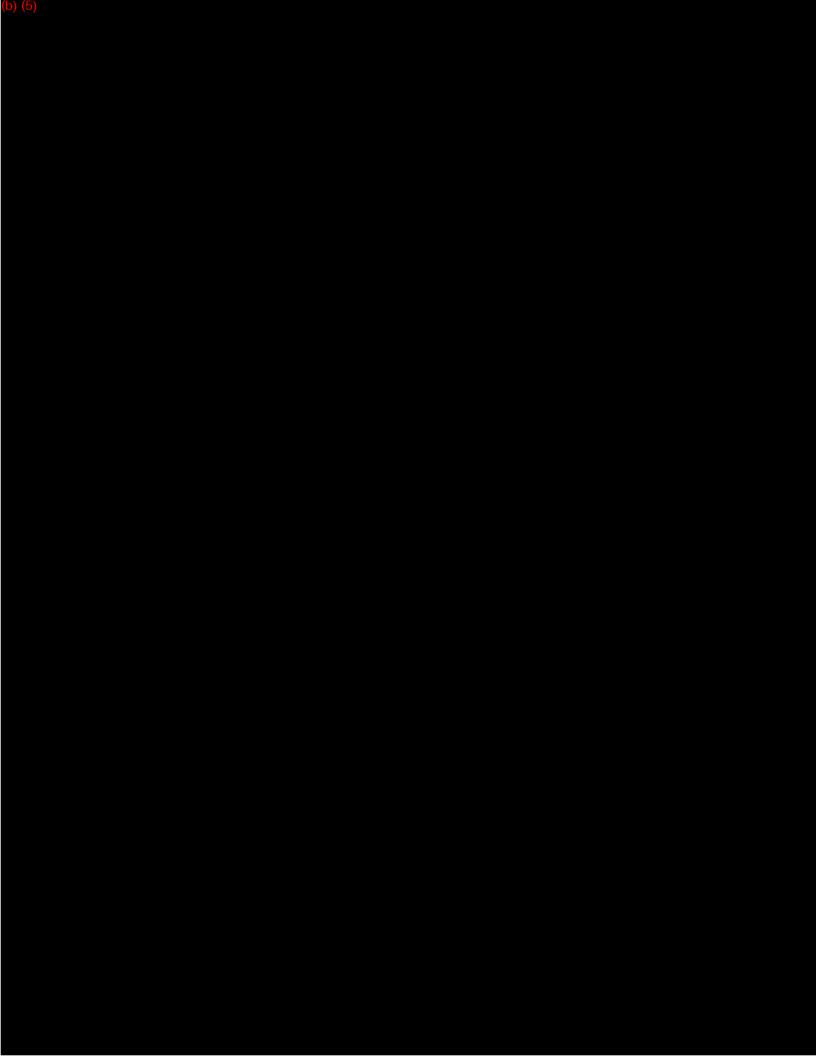
Attached for your component's management review and approval is Release Agreement (RA) and Screen packages for the MFA 2.0 project. The document has been reviewed and approved at the staff level as well as by the OITEBS management.

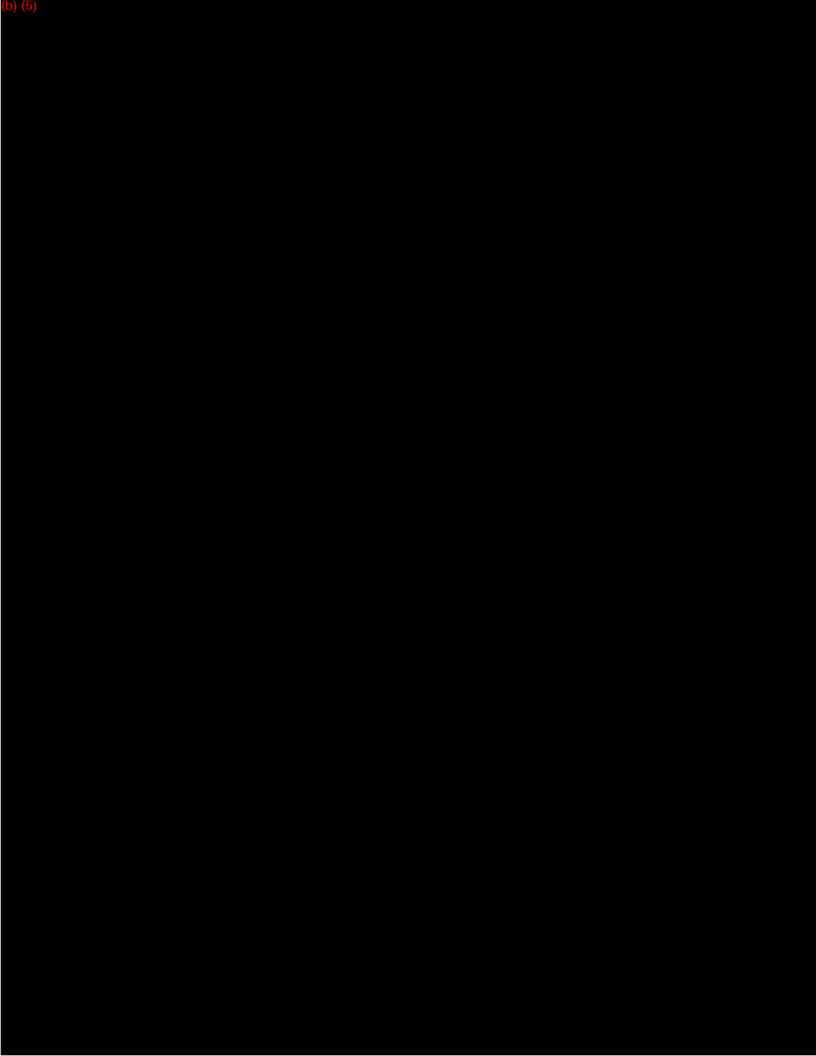
Please forward approvals/non-approvals or comments to (b) (2)

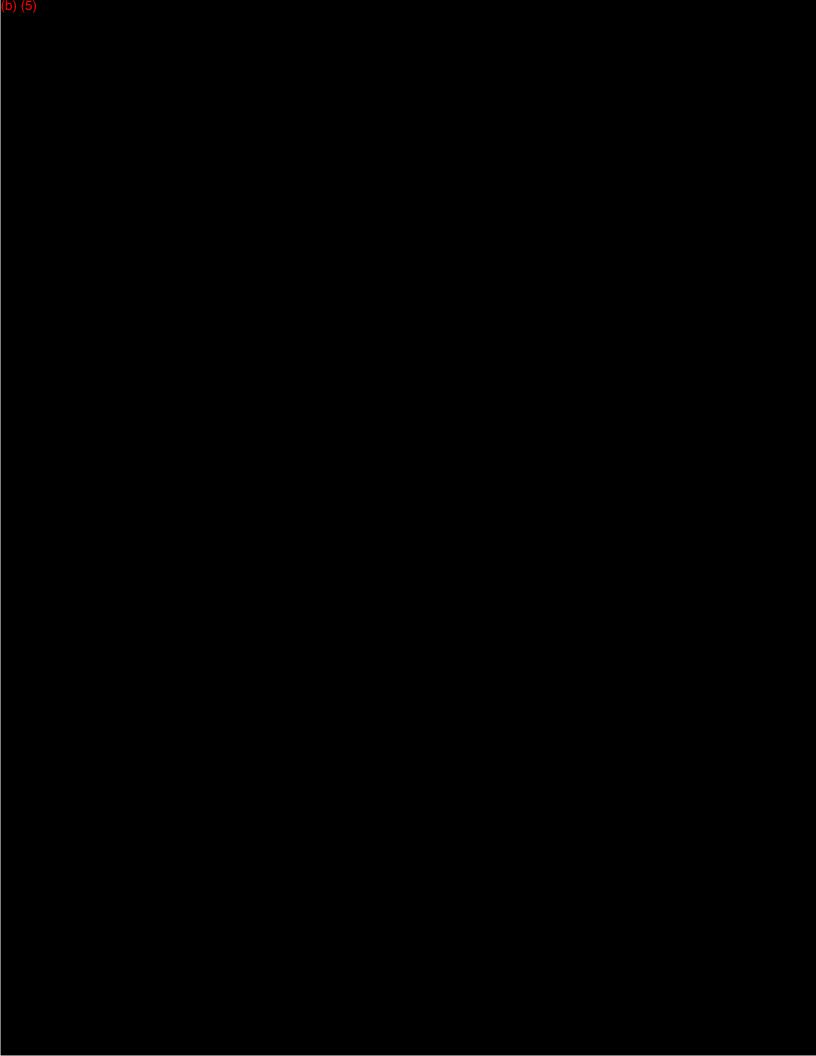
If approval is not received within the specified timeframe, the SPM will delete the "/s/", annotate "No Response Received" on the respective individual's signature line, and document it as a risk in IMT.

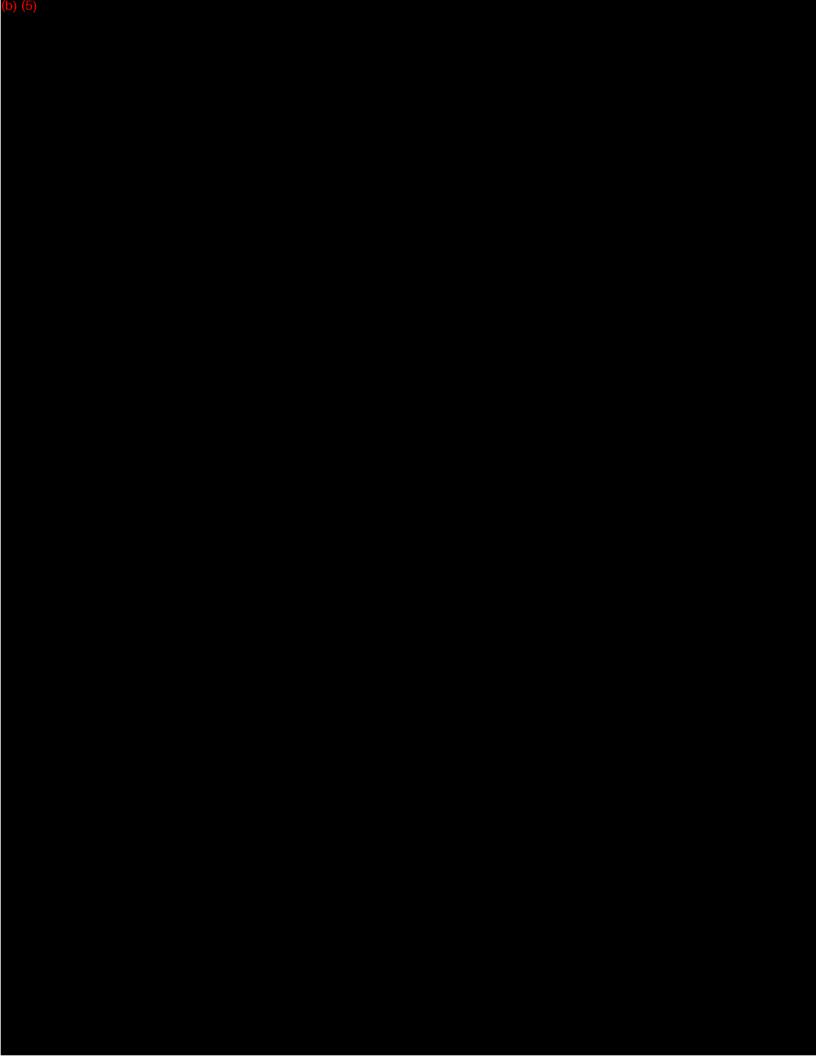
If there are issues/disagreements about content that cannot be resolved timely, the SPM will make a recommendation to his/her AC to proceed without approval or to resolve issues/disagreements before proceeding. If the AC decision is to proceed without an approval, the SPM will delete the "/s/", annotate "Does Not Concur" on the respective individual's signature line, and document it as a risk in IMT.

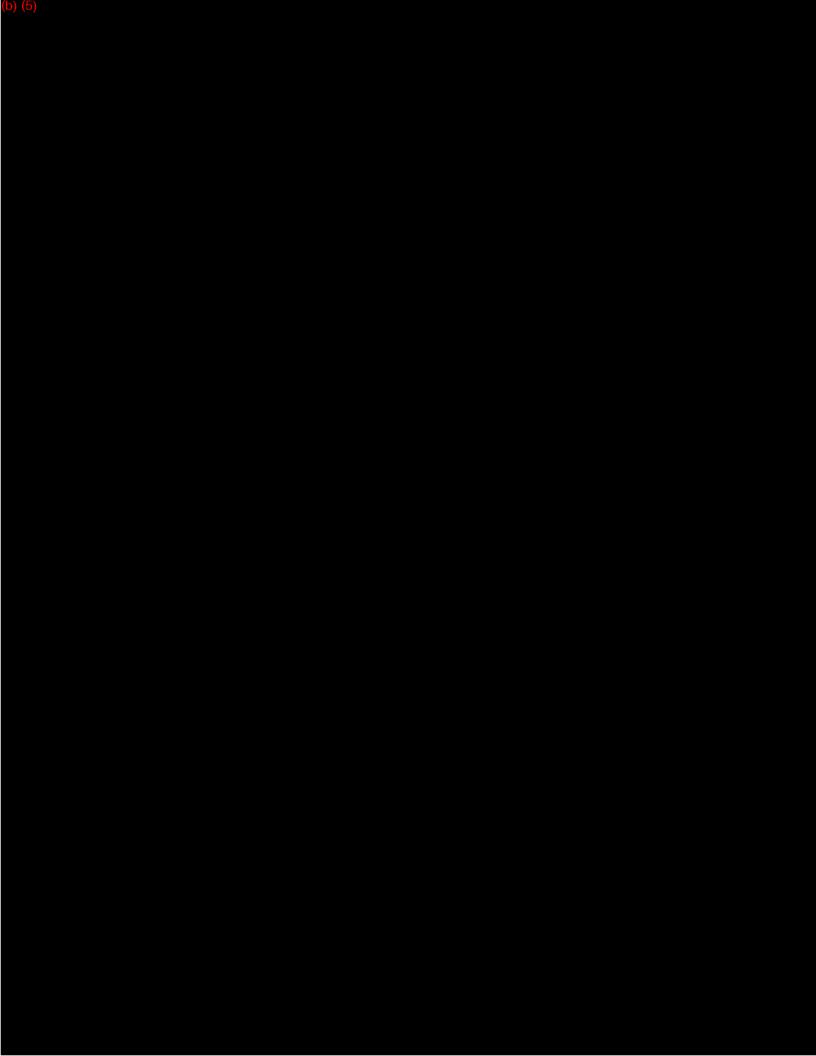
Thank you, (b) (2)











Subject: Due 10/25/16 - ACTION: OITEBS Controls 2016 #0341 AC Approvals: Release Agreement (RA) for the MFA 2.0 project

PLEASE RESPOND TO (b) (2)

BY COB Tuesday, October 25, 2016

Attached for your component's management review and approval is Release Agreement (RA) for the MFA 2.0 project. The document has been reviewed and approved at the staff level as well as by the OITEBS management.

Please forward approvals/non-approvals or comments to (b) (2)

There is a two-week due date for sign-off. If approval is not received within the two-week timeframe, the SPM will delete the "/s/", annotate "No Response Received" on the respective individual's signature line, and document it as a risk in IMT.

If there are issues/disagreements about content that cannot be resolved timely, the SPM will make a recommendation to his/her AC to proceed without approval or to resolve issues/disagreements before proceeding. If the AC decision is to proceed without an approval, the SPM will delete the "/s/", annotate "Does Not Concur" on the respective individual's signature line, and document it as a risk in IMT.

Thank you.



(b) (6) From:

Monday, August 01, 2016 8:50 AM Sent:

To: Hansen, Erik

Chesser, Judy (b) (6) Cc:

Subject: FW: New step to protect your privacy using my Social Security

Erik – here's the context for my question. Any insight you can provide will be helpful. Thanks, (b) (6)

From:(b) (6)

Sent: Friday, July 29, 2016 4:08 PM

Subject: FW: New step to protect your privacy using my Social Security

_{Hi} (b) (6)

We received a voicemail this afternoon from (b) (6) an Oregon constituent, regarding the below email requiring a cell phone number and the ability to receive text messages in order to access "my Social Security" do not have access to text messaging and are concerned that accounts (effective Monday). (6) they will no longer be able to access Medicare benefit and payment information online through their "my Social Security" accounts.

I reached out to CMS, but they correctly pointed out that the email came from SSA -- not CMS or HHS. Would you be able to reach out to your contacts at SSA regarding (b) (6) concerns?

I'll forward his voicemail in my next email. I already spoke to (b) (6) this afternoon (so I don't think you need to call him back right away), but he would appreciate an update next week. I'll also copy you on my reply to the below email.

Thanks, and have a great weekend!

Sent: Friday, July 29, 2016 3:22 PM

Subject: Fwd: New step to protect your privacy using my Social Security

From: "Social Security Administration" < subscription.service@subscriptions.ssa.gov>

Sent: Thursday, July 28, 2016 11:45:59 PM

Subject: New step to protect your privacy using my Social Security



Starting in August 2016, Social Security is adding a new step to protect your privacy as a *my* Social Security user. This new requirement is the result of an executive order for federal agencies to provide more secure authentication for their online services. Any agency that provides online access to a customer's personal information must use multifactor authentication.

When you sign in at ssa.gov/myaccount with your username and password, we will ask you to add your text-enabled cell phone number. The purpose of providing your cell phone number is that, each time you log in to your account with your username and password, we will send you a one-time security code you must also enter to log in successfully to your account.

Each time you sign into your account, you will complete two steps:

- Step 1: Enter your username and password.
- Step 2: Enter the security code we text to your cell phone (cell phone provider's text message and data rates may apply).

The process of using a one-time security code in addition to a username and password is one form of "multifactor authentication," which means we are using more than one method to make sure you are the actual owner of your account.

If you do not have a text-enabled cell phone or you do not wish to provide your cell phone number, you will not be able to access your *my* Social Security account.

If you are unable or choose not to use *my* Social Security, there are other ways you can <u>contact us</u>. To learn more, please review the Frequently Asked Questions found <u>here</u>.

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This email was sent to (6) (6) by the Social Security Administration, and was produced and disseminated at U.S. taxpayer expense.





#UZU F.UUI/UU0

DENNY HECK

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House of Representatives
Washington, DC 20515-4710

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> 420 COLLEGE STREET, SC. SUITE 3000 LACEY, WA 98503 (360) 459-8514

1423 E. 29TH STREET SCITE 203 TACOMA, WA 98404 (253) 722-5860

Fax Transmission

Congressman Denny Heck 420 College Street SE, Suite 3000 Lacey, WA 98503

> Phone: (360) 459-8514 Fax: (360) 459-8581

To: SSA	Congessional	
From: Denny Heck or		
X Rebecca Snyder	LaTasha Wortham	Roel van der Lugt
David Bremer	Holly Coe	
Fax: 409	Ndo 5388	
Pages (including cover)	5	
Comments: Ga	d Afternoon -	
This Sex	(b) (6)	who is out of office
Lingussin	an Heck would	appreciate immediate
_ KVIEW.	Thank you	

Snyder, Rebecca

From:

Snyder, Rebecca

Sent:

Monday, August 01, 2016 12:45 PM

To:

(b) (6)

Subject:

Executive Order 13681

Attachments:

SSA.pdf

Importance:

High

Good Afternoon,

Congressman Heck is receiving communications from his constituents who received a recent email regarding SSA's compliance with Executive Order (EO) 13681 which directed "federal agencies to provide more secure authentication of online services. Any agency that provides online access to a customer's personal information must use multifactor authentication".

The SSA chose to execute this order was to inform ssa.gov users to add their text-enabled cell phone number. A number of concerns has been raised with this decision.

- 1. Not all cell phones are text enabled
- 2. Many seniors do not use or a unable or unfamiliar with text.
- The perception text messaging is inherently unsecure and open to hacking/interception
- There is now an cost to the user as text/data rates apply
- 5. Why is notification within days of the execution of the plan?

In order to respond to his constituents, Congressman Heck would like to know;

- 1. How did SSA determine this would be the most effective/secure method to comply with the EO? Please provide copies of any reports/surveys taken.
- 2. Was there any input from SSA beneficiaries?
- 3. Was multifactor authentication considered for email accounts or any other method which many seniors find more secure?

We did not attach Privacy Release Forms as our office does not require any personal information; rather this inquiry is purely of a policy nature.

Your swift review and response is appreciated.

Rebecca Snyder Lead Caseworker/Academy Coordinator Congressman Denny Heck 420 College Street SE, Suite 3000 Lacey, WA 98503 360-459-8514 Lacey Office phone 360-459-8581 Lacey Office fax 253-722-5860 Tacoma Office phone

Sign up for Denny's e-newsletter

Snyder, Rebecca

From:

(b) (6)

Sent:

Monday, August 01, 2016 12:16 PM

To: Subject: Snyder, Rebecca SSA Announcement

Rebecca,

This is the announcement from SSA that we're referring to over the phone.

Official Social Security Administration announcement regarding the required use of text messaging for account access

https://www.ssa.gov/myaccount/MoreInformationAboutMFA.html

Executive Order 13681

(October 17, 2014)

See "Section 3: Securing Federal Transactions Online"





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Email Viewer

Headers Source Message Details Attachments

HTML

From: (b) (6)

Date: 7/29/2016 6:29:34 PM

To: "member@aarp.org" <member@aarp.org>, "Senator@murray.senate.gov" <Senator@murray.senate.gov>, "Denny Heck" <WA10DHIMA@mail.house.gov>

Cc:

Subject: Re: SSA's Over Strict Access Policy

Whoever Can Help;

I received the attached email from SSA concerning my "my Social Security' account which states that they will make it impossible for me to access my account online. They state that I "MUST" be able to accept text messages via my mobile phone. I do not have a smart phone, my cell does not accept text messages, and I do not and cannot afford a new phone or the cost of getting text messages. Also, text messaging is inherently unsecure and open to hacking and interception.

My bank uses a similar process but sends the one-time pin to my email address which is a pain but works well. People get their email on their cell phones so why is it that we must pay this extra amount because these morons want to use "text messaging" instead of an email address that everyone has and can get at home or on their cell. This SSA policy is supposed to start August 2016. I received a whole 3 days' notice. What kind of crap is this. No input from anyone about a change that is probably going to affect millions of seniors who will no longer be able to get to their "my Social Security" accounts.

Can someone at AARP/Congress/House contact someone or do something to stop this policy change that was obviously thought up by someone in a very dark basement enjoying cannabis cookies.

Thank you for your time and any assistance that you can give concerning this very critical matter.

V/R



Close

#020 P.005/005

Email Viewer

Message Details Attachments Headers Source

HTML

From: (b) (6)

Date: 7/29/2016 2:38:12 PM

To: "Representative Denny Heck" <WA10DHIMA@mail.house.gov>

Cc:

Subject: Re: Responding to your message

Rebecca

Per our telecon, attached is the email received from Social Security concerning their requirement to have a text-enabled cell phone in order to access my Social Security.

- 1) Please verify whether this is a legitimate email (i.e. that it came from Social Security).
- 2) If it is from Social Security, I need to express a complaint. I do not use text messaging, nor do I plan to. It would seem they could respond to my email address in lieu of a text message and not lock me out of access to my account.

Cyber security is a concern, but this single methodology of supplying a code is not appropriate or convenient. Thank you.



On Jul 29, 2016, at 10:29 AM, Denny Heck <\WA10DHIMA@mail.house.gov\mailto:\WA10DHIMA@mailto:\WA10DHIMA@wa

https://iqconnect.lmhostediq.com/iqextranet/iqClickTrk.aspx?

&cid=WA10DH&crop=14187.8065855.5203981.7153405&report_id=&redirect=http%3a%2f% 2fhouse.gov%2f&redir_log=913103559399117>

[http://www.intranetquorum.com/sites/default/files/113thcongressimages/congress_banner_seal.png]

July 29, 2016



Thank you for contacting the office of Congressman Denny Heck regarding your concern with a Social Security Administration (SSA) notification. Please respond to this email with a copy of the information you received.

Subject:

Changes to mySocialSecurity

From: Jochimsen, Stacey (Merkley) < Stacey Jochimsen@merkley.senate.gov >

Sent: Friday, July 29, 2016 16:20

To: Forrester, Robert

Subject: Changes to mySocialSecurity

Good afternoon, Robert.

We have been receiving a number of letters from concerned constituents regarding changes to mySocialSecurity.gov's security policy. A constituent forwarded me an email (and I received the same email in my personal inbox) indicating that if you do not have a text-enabled cell phone or do not wish to provide your cell phone number, you will NOT be able to access your my Social Security account.

The <u>website</u> indicates that they *offer* the choice to use increased security measures, including a unique code to be sent to one's cell phone.

Can you please advise as to whether, moving forward, an individual <u>must</u> provide a text-enabled cell phone number to access mySocialSecurity.gov?

Kindly,

STACEY JOCHIMSEN, MPH

Constituent Services Representative
OFFICE OF SENATOR JEFF MERKLEY
121 SW Salmon St., Ste. 1400 Portland, OR 97204-2948

Phone: 503-326-3386

Stacey Jochimsen@merkley.senate.gov

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